

Alert!

Joburg customers alerted of maintenance exercise to improve customer satisfaction.

This is how it will affect you.

The City of Johannesburg is committed to delivering excellent services to our customers. In this regard, we will conduct a database maintenance exercise from the morning of the 4th until the 21st of March 2023

The following services may be impacted during this exercise:

- **Customer Service (Walk-in Customer Service Centres and Call Centres):** some services, such as application for new service connections (water and electricity), applications for meter tests, application for pensioner rebates, request for disconnections and reconnections, requests to enter into payment arrangements (AODs), and opening of new accounts may experience downtime.
- **Clearances:** there may be delays in the registration of new properties, change of ownership, closing of accounts, as well as the inability to issue clearance figures and certificates to conveyancing attorneys.
- **Refunds:** no refund requests or payments will be made.
- **e-Joburg platform:** customers may experience temporary difficulties in accessing their current invoices and uploading and processing meter readings.

The following services will be available:

- Accessing of statements through the e-Joburg platform,
- Making of payments on the system
- Payment at walk-in centres
- EFT payments through third parties, i.e., Easy Pay, Shoprite Checkers, etc.

Customers who do not receive their recent invoices are encouraged to pay based on their previous months' statement to avoid falling into arrears. These payments will be reflected on customers' statements when the system becomes available.

Please see details of our customer service centres below:

Customer Service Centre	Physical Address	Email Address
Midrand Customer Service Centre	300 15th Road Randjiespark park	regionArevenue@joburg.org.za
Randburg Civic Centre	Corner Bramfischer Drive and Jan Smuts Avenue Randburg	regionBrevenue@joburg.org.za
City Hall - Roodepoort	62 Berlandina Street cnr Dieperink Street, Roodepoort	regionCrevenue@joburg.org.za
Jabulani Customer Service Centre	1 Koma Road, Jabulani	regionDrevenue@joburg.org.za
Sandton Customer Service centre	137 Daisy Street, Sandton	regionErevenue@joburg.org.za
Thuso House Customer Service Centre	61 Jorissen Street, Braamfontein	regionFrevenue@joburg.org.za
Lenasia Civic CSC	Cnr Rose Avenue and Eland Street Lenasia Ext.1	regionGrevenue@joburg.org.za

City of Johannesburg Contact Centre number 0860562874.

Kindly contact:

- Johannesburg Water on customer@jwater.co.za ; sms line: +27 (0) 45 201
- City Power on (011) 490-7484; estimations@citypower.co.za; sms line +27 (0) 44074
- Pikitup on (011) 712 – 5200; info@pikitup.co.za
- Johannesburg Road Agency on (011) 298 5000; hotline@jra.org